VOLVO CAR
SERVICE AND PARTS BUSINESS

Service Manager Bulletin

TITLE:

Shipping and Handling of Volvo Lithium-ion Hybrid Battery Packs to LG Chem LLC

GROUP:	NO:	ISSUING DEPARTMENT:	CAR MARKET:
31	002		Canada only

REFERENCE BULLETINS:	ISSUE DATE:	STATUS DATE:
SMB31-002A	2016-05-04	2016-05-04

Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 19

"Right first time in Time"

Attention Volvo Parts Managers and Service Managers

There may come a time where a Customer Vehicle will require Technical Service and you will be instructed to replace and ship a defective lithium hybrid battery directly to our Supplier or the TMA Department for Technical Evaluation.

Note: All Volvo Lithium-ion Hybrid Batteries will be part of our Volvo Technical Helpdesk Prior Approval Process.

FOR HYBRID BATTERIES THAT ARE REQUESTED FOR RETURN TO TMA, you will see a different message on your Weekly STS statement indicating, ("LGC Return to the Supplier"). Do not ship the battery to TMA unless you are instructed by a Volvo authorized personnel.

The failed Hybrid battery must be shipped directly to the hybrid battery supplier LG Chem Power Inc. (LGCPI) at the address indicated below and on the shipping labels attached.

VOLVO LITHIUM-ION HYBRID BATTERY PACK SHIPPING AND HANDLING GUIDELINES:
Remove the replacement battery from the shipping container and follow instructions as outline in VIDA for vehicle installation.

HANDLING:
Ensure the replacement crate is kept in its original condition. The replacement battery pack shall be removed from its original packaging and installed in the vehicle as soon as possible in order to maintain protection against mechanical impact or tampering.

Produced in the USA and available as an electronic document. Hard copy documents are printed in USA on recycled paper containing a minimum of 50% wastepaper and 10% post-consumer waste.
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Once the replacement battery is removed, store this container in a safe and secure place to be used for the transportation of the defective hybrid battery.

- Do not remove or cover up any of the hazmat shipping labels on the outside of the replacement container.
- Do not damage the replacement crate.
- Do not stack anything on top of the replacement crate.
- The battery pack shall always be kept in an upright position.
- If you damage the crate you will be charged for a replace crate of $250 plus shipping and hazmat labeling cost.

Carefully insert the defective hybrid battery in the replacement crate as soon as possible and move this crate to a safe and secure staging location.

It is mandatory the defective hybrid battery be shipped to the supplier LG Chem within 2 days of receiving the replacement battery from LG Chem. The defective battery must be received by LG Chem 7 days of receipt of the replacement battery.

SHIPPING:
You will receive an LG RMA Number from Volvo Technical Helpdesk via of the open VR Case. Please complete the attached FedEx VICS Bill of lading. Retailers only need to fill out their return address and the RMA number.

All other information is pre-filled. Do not alter any information on this Bill of lading.
Located at the end of this bulletin are 4 LG Chem return shipping labels pre-address to LG Chem Power Inc.

- Cut out one of the labels.
- Fill out this label completely. Ensure the RMA Number is on the label.
- Secure the label to the outside of the replacement container.
- Contact the FedEx Freight at the number below and request a pick-up:

  FedEx Freight Customer Service 1.866.393.4585

Ship to:
LG Chem Power Inc. (LGCPI)
1064 Chicago Rd.
Troy, MI. 48083
Attention: Michael Staszek
Quality Customer Service Supervisor

Once the FedEx Driver arrives, it is important to give the driver the completed FedEx Bill of Lading form and a copy of the Safety Data Sheets. Please see Service Manager Bulletin 31-002A for a printable version.

You should also have attached a copy of the Safety Data Sheet to the outside of the replacement shipping crate using the Volvo Poly Bags 7777563.

Warranty and Technical Documents

These Documents must be included inside the crate with the defective battery.

- Technical Helpdesk Vehicle Report - (mandatory) see sample below.
- Shipping Label affix to the outside of the replacement crate. (mandatory)
- Material Data Safety Sheets affix to the outside of the replacement crate. (mandatory)
- Copy of the original Repair order-see sample below.

Note:
You will still need to fill out the TMA Electronic Parts Packing List-see sample below.
On the electronic Packing Slip, indicate that the battery has been shipped to the Supplier per this Service Managers Bulletin or Volvo Tech Hotline. You may also include the RMA number.

Once the battery is shipped, please follow up on your subsequent warranty claim processing and handling for payment to avoid future claim debits for non-return of part.

If you have any questions please contact the TMA Department: 201-767-4742

PLEASE DO NOT COVER OR REMOVE ANY OF THE HAZMAT LABELS

FedEx Freight

VICS Bill of Lading

SHIP FROM

Name:
Address:
Address:
City/State/Zip:
SID#: LG RMA# SID# N/A

SHIP TO

Name: LG CHEM POWER INC (LGCPI)
Address: 1064 CHICAGO ROAD
Address: ATTENTION: MIKE STASZEK Quality Customer Service Supervisor
City/State/Zip: TROY MICHIGAN, 48083
CID#:

THIRD PARTY FREIGHT CHARGES BILL TO:

Name: Volvo Cars USA c/o Williams & Associates
Address: 405 E. 78thSt.
City/State/Zip: Bloomington, MN 55420 FedEx ACCT# 466499900

SPECIAL INSTRUCTIONS: EMERGENCY PHONE NUMBER
CONTACT: CHEMTREC 800-424-9300

Bill of Lading Number:

CARRIER: FedEx Freight **TRAILER:**

SCAC: **Pro Number:**

Freight Charge Terms:
Prepaid **Collect** **3rd Party** X
Freight charges are to be prepaid unless marked collect.

☐ Master Bill of Lading: with attached underlying Bills of Lading

CUSTOMER ORDER INFORMATION

CUSTOMER ORDER NUMBER	# PKGS	WEIGHT	PALLET/SLIP (circle one)		ADDITIONAL SHIPPER INFO
			Y	N	
			Y	N	
			Y	N	
			Y	N	
			Y	N	
GRAND TOTAL					

CARRIER INFORMATION

HANDLING UNIT QTY	HANDLING UNIT TYPE	PACKAGE QTY	PACKAGE TYPE	WEIGHT	(✓) H.M.	COMMODITY DESCRIPTION (Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care.(See NMFC, Sec. 2e, Item 360)	NMFC #	CLASS
1		1	BOX	287.0 lbs	X	UN 3480, Lithium - ion Batteries.9.11	060680-01	70
						Hazardous Material Package Type: BOX		
						DANGEROUS GOODS		
						BOX DIMS: 68 X 29X 34 in		
						Emergency Guide, 138		
						CLASS 9		
1		1		287.0 lbs		**GRAND TOTAL**		

NOTE: (1) Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:
The agreed or declared value of the property is specifically stated by the shipper to be not exceeding
_____ per _____.

COD AMOUNT: $_____ **Collect:** ☐ **Prepaid:** ☐
Customer check O.K.: ☐ Cashier's check only: ☐
"COD" must appear with consignee's name above.

NOTE: (2) Limitation for loss or damage on this shipment may be applicable. See 49 U.S.C. 14706(c)(1)(A) and (B). NOTE: (3) Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary car. See Sec. 2(e) of NMFC item 360.

RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges (Section 7).
_____ **Shipper Signature**

SHIPPER SIGNATURE / DATE
This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

Trailer Loaded:
☐ By Shipper
☐ By Driver
☐ By OSL

Freight Counted:
☐ By Shipper
☐ By Driver/Pallets said to contain
☐ By Driver/Pieces

CARRIER SIGNATURE / PICKUP DATE
Carrier acknowledges receipt of packages and required placards. Carrier certifies, emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle.

Original not negotiable. See last page for further terms and conditions.

VICS COMPATIBLE BILL OF LADING
Terms & Conditions

Sec. 1. (a) The carrier or the party in possession of any of the property described in this bill of lading shall be liable as at common law for any loss thereof or damage thereto, except as hereinafter provided.

(b) No carrier shall be liable for any loss or damage to a shipment or for any delay caused by an Act of God, the public enemy, the authority of law, or the act or default of shipper. Except in the case of negligence of the carrier or party in possession, the carrier or party in possession shall not be liable for loss, damage or delay which results: when the property is stopped and held in transit upon request of the shipper, owner or party entitled to make such requests; or from faulty or impassible highway, or by lack of capacity of a highway bridge or ferry; or from a defect or vice in the property; or from riots or strikes. The burden to prove freedom from negligence is on the carrier or the party in possession.

Sec. 2. Unless arranged or agreed upon, in writing, prior to shipment, carrier is not bound to transport a shipment by a particular schedule or in time for a particular market, but is responsible to transport with reasonable dispatch. In case of physical necessity, carrier may forward a shipment via another carrier.

Sec. 3. (a) As a condition precedent to recovery, claims must be filed in writing with: any participating carrier having sufficient information to identify the shipment.

(b) Claims for loss or damage must be filed within nine months after the delivery of the property (or, in the case of export traffic, within nine months after delivery at the port of export), except that claims for failure to make delivery must be filed within nine months after a reasonable time for delivery has elapsed.

(c) Suits for loss, damage, injury or delay shall be instituted against any carrier no later than two years and one day from the day when written notice is given by the carrier to the claimant that the carrier has disallowed the claim or any part or parts of the claim specified in the notice. Where claims are not filed or suits are not instituted thereon in accordance with the foregoing provisions, no carrier shall be liable, and such claims will not be paid.

(d) Any carrier or party liable for loss of or damage to any of said property shall have the full benefit of any insurance that may have been effected, upon or on account of said property, so far as this shall not avoid the policies or contracts of insurance, PROVIDED, that the carrier receiving the benefit of such insurance will reimburse the claimant for the premium paid on the insurance policy or contract.

Sec. 4. (a) If the consignee refuses the shipment tendered for delivery by carrier or if carrier is unable to deliver the shipment, because of fault or mistake of the consignor or consignee, the carrier's liability shall then become that of a warehouseman. Carrier shall promptly attempt to provide notice, by telephonic or electronic communication as provided on the face of the bill of lading, if so indicated, to the shipper or the party, if any, designated to receive notice on this bill of lading. Storage charges, based on carrier's tariff, shall start no sooner than the next business day following the attempted notification. Storage may be, at the carrier's option, in any location that provides reasonable protection against loss or damage. The carrier may place the shipment in public storage at the owner's expense and without liability to the carrier.

(b) If the carrier does not receive disposition instructions within 48 hours of the time of carrier's attempted first notification, carrier will attempt to issue a second and final confirmed notification. Such notice shall advise that if carrier does not receive disposition instructions within 10 days of that notification, carrier may offer the shipment for sale at a public auction and the carrier has the right to offer the shipment for sale. The amount of sale will be applied to the carrier's invoice for transportation, storage and other lawful charges. The owner will be responsible for the balance of charges not covered by the sale of the goods. If there is a balance remaining after all charges and expenses are paid, such balance will be paid to the owner of the property sold hereunder, upon claim and proof of ownership.

(c) Where carrier has attempted to follow the procedure set forth in subsections 4(a) and (b) above and the procedure provided in this section is not possible, nothing in this section shall be construed to abridge the right of the carrier at its option to sell the property under such circumstances and in such manner as may be authorized by law. When perishable goods cannot be delivered and disposition is not given within a reasonable time, the carrier may dispose of property to the best advantage.

(d) Where a carrier is directed by consignee or consignor to unload or deliver property at a particular location where consignor, consignee, or the agent of either, is not regularly located, the risk after unloading or delivery shall not be that of the carrier.

Sec. 5. (a) In all cases not prohibited by law, where a lower value than the actual value of the said property has been stated in writing by the shipper or has been agreed upon in writing as the released value of the property as determined by the classification or tariffs upon which the rate is based, such lower value plus freight charges if paid shall be the maximum recoverable amount for loss or damage, whether or not such loss or damage occurs from negligence.

(b) No carrier hereunder will carry or be liable in any way for any documents, coin money, or for any articles of extraordinary value not specifically rated in the published classification or tariffs unless a special agreement to do so and a stipulated value of the articles are endorsed on this bill of lading.

Sec. 6. Every party, whether principal or agent, who ships explosives or dangerous goods, without previous full written disclosure to the carrier of their nature, shall be liable for and indemnify the carrier against all loss or damage caused by such goods. Such goods may be warehoused at owner's risk and expense or destroyed without compensation.

Sec. 7. (a) The consignor or consignee shall be liable for the freight and other lawful charges accruing on the shipment, as billed or corrected, except that collect shipments may move without recourse to the consignor when the consignor so stipulates by signature or endorsement in the space provided on the face of the bill of lading. Nevertheless, the consignor shall remain liable for transportation charges where there has been an erroneous determination of the freight charges assessed, based upon incomplete or incorrect information provided by the consignor.

(b) Notwithstanding the provisions of subsection (a) above, the consignee's liability for payment of additional charges that may be found to be due after delivery shall be as specified by 49 U.S.C. §13706, except that the consignee need not provide the specified written notice to the delivering carrier if the consignee is a for-hire carrier.

(c) Nothing in this bill of lading shall limit the right of the carrier to require the prepayment or guarantee of the charges at the time of shipment or prior to delivery. If the description of articles or other information on this bill of lading is found to be incorrect or incomplete, the freight charges must be paid based upon the articles actually shipped.

Sec. 8. If this bill of lading is issued on the order of the shipper, or his agent, in exchange or in substitution for another bill of lading, the shipper's signature on the prior bill of lading or in connection with the prior bill of lading as to the statement of value or otherwise, or as to the election of common law or bill of lading liability shall be considered a part of this bill of lading as fully as if the same were written on or made in connection with this bill of lading.

Sec. 9. If all or any part of said property is carried by water over any part of said route, such water carriage shall be performed subject to the terms and provisions and limitations of liability specified by the "Carriage of Goods By Sea Act" and any other pertinent laws applicable to water carriers.

COMMERCIAL INVOICE

This invoice must be completed in English.

EXPORTER:

Tax ID#: EIN 105557987RM0001

Contact Name:

Telephone No.:

E-Mail:

Company Name/Address:

Volvo Cars of Canada Corp
c/o Volvo Car USA Work Shop
One Volvo Drive
Rockleigh, NJ 07647

Country: United States

Parties to Transaction:

☑ **Related** ☐ **Non-Related**

Ship Date:

Air Waybill No. / Tracking No.:

Invoice No.:

Purchase Order No.:

Payment Terms: PREPAID FedEx Acct 466499900

Bill of Lading:

Purpose of Shipment: OTHER (PLEASE SPECIFY)

Used Defective Auto Part.

CONSIGNEE:

Tax ID#: EIN 47-490375000

Contact Name: Mike Staszek Quality Customer Service Supervisor

Telephone No.: 248.307.1800 X114

E-Mail: mstaszek@lgchem.com

Company Name/Address:

Volvo Car USA LLC
c/o LG Chem Power Inc (LGCPI)
1064 Chicago Road
Troy Michigan, 48083

Country: United States

SOLD TO / IMPORTER (if different from Consignee):

☐ **Same as CONSIGNEE:**

Tax ID#: SELECT DOWN ARROW FOR OPTIONS

Company Name/Address:

Country:

If there is a designated broker for this shipment, please provide contact information.

Name of Broker CEVA Logistics **Tel. No.** 734-229-1758 **Contact Name** SH-US-VOLVO@cevalogistics.com

Duties and Taxes Payable by ☑ **Exporter** ☐ **Consignee** ☐ **Other** **If Other, please specify** Volvo Car USA c/o Williams & Associates ACCT# 466499900

No. of Packages	No. of Units	Net Weight (LBS / KGS)	Unit of Measure	Description of Goods	Harmonized Tariff Number	Country of Manufacture	Unit Value	Total Value
1	1	287.0	LBS	UN 3480, Lithium - ion Batteries.9.11 DANGEROUS GOODS Emergency Guide, 138 CLASS 9 Dimensions: 68 X 29 X 34	8538.90	KO	7,372.76	7,372.76
							0.00	0.00
							0.00	0.00
							0.00	0.00

Total Pkgs	Total Units	Total Net Weight	(Indicate LBS/KGS)	Total Gross Weight	(Indicate LBS/KGS)	Terms of Sale:	FCA=Free Carrier
1	1	287	LBS	287	LBS		

Subtotal:	7,372.76
Insurance:	0.00
Freight:	0.00
Packing:	0.00
Handling:	0.00
Other:	0.00
Invoice Total:	7,372.76
Currency Code:	USD

Special Instructions:

EMERGENCY PHONE NUMBER - CONTACT: CHEMTREC - 800-424-9300

Declaration Statement(s):

I declare that all the information contained in this invoice to be true and correct.

Originator or Name of Company Representative if the invoice is being completed on behalf of a company or individual:

Signature / Title / Date:

TIE
TECHNICAL INFORMATION EXCHANGE

Print | Help
User: Curbie Harris- SC Log Out

Home | Search | Vehicle Info | Report | Journal | Quality Bulletins | Instructions | News

View Report

Back | Failing Part Detail | Open Report | Status history | User History | Ref journal | E-mail | Print | Set reminder | Unread Report

Ref	US - 460408	**Status**	Updated and sent to VCC	**Status Date**	01/19/2016
Issuer	LWERBERG	**Partner**	3 US 7510 Volvo Car USA	**Issue Date**	01/19/2016
Resp. Partner	4 SE PVT PVT	**View**	Central	**Dealer Partner**	6 US

Title	HV Battery Charging Failure XC90 T8	**Urgent**	N
Concern Area	Vehicle Report/THD	**Sub Concern Area**	Support Not Needed
Tag			
Do not autoclose	☐		

SAMPLE VEHICLE REPORT

Attachments

File Name	File Size	Date	Central / Local	Hide
vidaData.xml	0.0033 MB	01/15/2016	L	☐
Diagnostics.zip	0.2901 MB	01/15/2016	L	☐

Function Group*
3113(battery, high voltage)

CSC* Customer Symptom Code
YL

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*	Hide	INFO	Related reports
256	0054916	2016	YV4BC0PL9G1054916		256BC530D1	41	21	31	201549	01/15/2016	Y	--	Vehicle Info	Reports

Reference
732593

TAG Follow up

1234569

CUSTOMER #: 1234569

WARRANTY

SAMPLE REPAIR ORDER

VOLVO USA RETAILER
ONE VOLVO DRIVE
SERVICE PH: 201-768-7300 ·201-768-4556
www.volvo.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 56 John Wayne

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ONYX_BLACK	16	VOLVO XC90	YV4BC0PL9G112345676		5/104	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
T1153 IS DD			16:30 15JAN16		0.00	CASH	26JAN16

R.O. OPENED	READY	OPTIONS:
07:26 15JAN16	13:40 26JAN16	STK:E054916 ENG:2.0_Liter TRN:AUTO

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FOUND MESSAGE BECAME PRESENT FOR CHARGING SYSTEM FAILURE, ATTEMPTED TO CHARGE IN "SAVE" MODE AND MESSAGE WAS DISPLAYED FOR HYBRID SYSTEM FAILURE. FAULT TRACED PER CSC "YL". CHECKED DTCs AND FOUND BECM-P0DBF00 STORED. FAULT TRACED AND FOUND LIKELY CAUSE IS INTERNAL FAULT IN HV BATTERY CELL "E". CONTACTED THD PER CASE RE #1234567. ASSISTED THD WITH REMOTE DIAGNOSTICS, ATTEMPTED BECM RELOAD, BATTERY RESETS AND OTHER DIAGNOSTICS TO RESTORE CELL BALANCING. ALL ATTEMPTS FAILED TO RESOLVE CONCERN. PER THD, REPLACED HV BATTERY AND PERFORMED BECM RELOAD. CLEARED DTCs AND TESTED CHARGING. CHARGING NOW FUNCTIONS BUT LEDs AT CHARGING OUTLET DO NOT LIGHT OR GIVE ANY INDICATION. FAULT TRACED PER CSC "YW". FAULT TRACED LED FAULT. DISCONNECTED MANUAL SERVICE DISCONNECT AND REMOVED LF FENDER LINING TO EXPOSE CHARGING OUTLET. INSPECTED OUTLET AND FOUND CONNECTOR HAS BEEN PULLED OUT OF LED PORTION OF CHARGING OUTLET DUE TO ZIP TIE CAUSING TOO MUCH TENSION ON WIRING. REMOVED ZIP TIE AND SECURED CONNECTOR. CHECKED WIRING TO BE SURE WIRING DOES NOT HAVE EXCESSIVE MOVEMENT-OK. RESTORED HV MSD AND TESTED LEDs AND FOUND ALL CHARGING INDICATIONS ARE FUNCTIONING PROPERLY. TEST DROVE AND FOUND ALL FUNCTIONS ARE NOW OPERATIONAL.

****

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR ANY REASON YOUR VISIT WAS NOT OUTSTANDING

WE APPRECIATE YOUR BUSINESS.

TECH: 00000 ACTUAL HRS.: 00.00 SOLD HRS.: 00.0

SALE-LBR: 0000.00 PTS: 0000.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 00000
COST-LBR: 000.00 PTS: 0000.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 00000

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-15-16	00:00	00:00	0.00	W	00000	A	
	00:00	00:00	0.00	W	00000	C	
	00:00	00:00	0.00	W	00000	B	
	00:00	00:00	0.00	W	00000	D	

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTER CARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

Thank You for Your Business!

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

WARRANTY COPY

Please use this shipping label for LG Chem Power Inc. (LGCPI)
You will use FedEx Freight Carriers for transportation.
All Lines on this label must be filled out completely

Please Note: The phone number for FedEx Freight
Customer Service 1.866.393.4585
FedEx LTL Volume Services 1.888.465.5646

Please make a note of where this label and phone number can be found for future reference.

If you have any questions please contact the TMA Department.
201-767-4742

LG CHEM SHIPPING LABELS

From: _____

_____

_____

_____

LG Chem Power Inc. (LGCPI)
1064 Chicago Rd.
Troy, MI. 48083
Attention: Michael Staszek
Quality Customer Service Supervisor

LG RMA Number_____
TIE REPORT NUMBER_____
FedEx Tracking Number_____

From: _____

_____

_____

_____

LG Chem Power Inc. (LGCPI)
1064 Chicago Rd.
Troy, MI. 48083
Attention: Michael Staszek
Quality Customer Service Supervisor

LG RMA Number_____
TIE REPORT NUMBER_____
FedEx Tracking Number_____

From: _____

_____

_____

_____

LG Chem Power Inc. (LGCPI)
1064 Chicago Rd.
Troy, MI. 48083
Attention: Michael Staszek
Quality Customer Service Supervisor

LG RMA Number_____
TIE REPORT NUMBER_____
FedEx Tracking Number_____

From: _____

_____

_____

_____

LG Chem Power Inc. (LGCPI)
1064 Chicago Rd.
Troy, MI. 48083
Attention: Michael Staszek
Quality Customer Service Supervisor

LG RMA Number_____
TIE REPORT NUMBER_____
FedEx Tracking Number_____

LG Return RMA Number

Attach to outside of shipping container

OUTGOING SHIPMENT CORRECTLY PACKAGED

Sample of a completed bill of lading with bar code from the FedEx driver

FedEx Freight

VICS Bill of Lading

SHIP FROM

Name:
Address:
Address:
City/State/Zip:
SID#: LG RMA# SID#

SHIP TO

Name: LG CHEM POWER INC (LGCPI)
Address: 1064 CHICAGO ROAD
Address: ATTENTION: MIKE STASZEK Quality Customer Service Supervisor
City/State/Zip: TROY MICHIGAN, 48083
CID#:

THIRD PARTY FREIGHT CHARGES BILL TO:

Name: Volvo Cars USA c/o Williams & Associates
Address: 405 E. 78thSt.
City/State/Zip: Bloomington, MN 55420 FedEx ACCT# 466499900

SPECIAL INSTRUCTIONS: EMERGENCY CONTACT CHEM TECH 1.800.424.9300

Bill of Lading Number:

CARRIER: FedEx Freight **TRAILER:**

SCAC: **Pro Number**

FedEx Freight

365420943-6

Freight Charge Terms:

Prepaid **Collect** **3rd Party** X

Freight charges are to be prepaid unless marked collect.

☐ Master Bill of Lading: with attached underlying Bills of Lading

CUSTOMER ORDER INFORMATION

If there is a subsequent warranty request for the defective hybrid battery once the claim is submitted, please proceed as follows:

On your Weekly STS Statement you will see the message LGC-Return to LG Chem Power Inc.

- Generate or print the "Parts Return Claim Copy" with **condition repair description**.
- Submit this documents in a poly bag to be included with your routine warranty parts return shipment, also indicating on the electronic packing slip when the part was previously shipped to LG Chem.
-You may also mail these document to the TMA Department directly.

This procedure will allow for proper and expedited reimbursement of your warranty claim and receipt of the battery to LG Chem. If the parts return copy is not submitted to the TMA Department for acknowledgement, the claims will automatically debited for non-return of parts, 30 days after the parts are requested.

Review the samples documents below and if you have further questions please contact the TMA Department.

PLEASE NOT: THE WARRANTY CLAIM MUST BE SUBMITTED AND PAID PRIOR TO FILLING OUT THE ELECTRONIC PARTS PACKING LIST.

SAMPLE VOLVO WEEKLY SERVICE TRANSACTION STATEMENT

LBAASPFR

Volvo Car USA LLC
Service Transaction Statement For Period: 04/01/16 to 07/08/16
Parts Disposition Section

Part stmt ref: 60109

VOLVO REPAIR SHOP 3900
ONE VOLVO DRIVE
ROCKLEIGH NJ 07647

PART DISPOSITIONS (HOLD/SCRAP) MAY BY OVERRIDDEN BY INTERIM POLICIES FOR PART RETURNS. (EG: PRINTED PARTS RETURN COPY, TECHNICAL REPORTING, BULLETINS)

Repair Order#	Volvo Ref#	Repair Date	Disposition	Part Number	Description	Qty	Ship to
993847A	470390621	04/16	*RETURN*	30643315-0	AIR OUTLET	1.0	REG
993847B	470390631	04/16	SCRAP OR CORE	30775252-0	USB CONNECTION	1.0	
993850A	470390641	04/16	SCRAP OR CORE	31277342-0	BRAKE DISC	2.0	
993850B	470390651	04/16	SCRAP OR CORE	31277357-0	BRAKE DISC	2.0	
993853A	470350301	04/16	SCRAP OR CORE	30788936-0	ECM GASOLINE UPGRA	1.0	
993854A	47035031	1/04/16	SCRAP OR CORE	30750013-0	OIL FILTER INSERT	1.0	
			SCRAP OR CORE	00977751-0	GASKET	1.0	
			SCRAP OR CORE	08889951-0	Synthetic Castrol Oil	8.0	
			SCRAP OR CORE	30630752-0	POLLEN FILTER	1.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES $2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
993874C	**47042481**	**4/04/16**	***RETURN***	**31473177-0**	**HYBRID BATTERY**	**1.0**	**LGC-Return to LG Chem Power Inc.**
			SCRAP OR CORE	31268489-0	ICM/IHU RELOAD	1.0	
993875E	47039067	1/04/16	SCRAP OR CORE	31483274-0	COURTESY UPGRADE S	1.0	
			SCRAP OR CORE	31483275-0	COURTESY UPGRADE S	1.0	
993888A	47045776	1/04/16	SCRAP OR CORE	08692305-0	OIL FILTER INSERT	1.0	
			SCRAP OR CORE	00977751-0	GASKET	1.0	
			SCRAP OR CORE	08889951-0	Synthetic Castrol Oil	6.0	
			SCRAP OR CORE	31449209-0	PARTICULATE FILTER	1.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES $2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
993888B	470457771	04/16	SCRAP OR CORE	30772221-0	BATTERY	1.0	
993889A	470424821	04/16	SCRAP OR CORE	30788981-0	DEM UPGRADE	1.0	
993889B	47042483	1/04/16	*RETURN*	36001980-0	CONTROL UNIT, EXCH	1.0	TMA-Part must be returned within 30 days
			SCRAP OR CORE	31268489-0	ICM/IHU RELOAD	1.0	
993895A	470390681	04/16	SCRAP OR CORE	30772221-0	BATTERY	1.0	
993895B	47039069	1/04/16	SCRAP OR CORE	31282067-0	RDAR UPGRADE	1.0	
			SCRAP OR CORE	31270560-0	CEM UPGRADE	1.0	
993909A	47035033	1/04/16	SCRAP OR CORE	30750013-0	OIL FILTER INSERT	1.0	
			SCRAP OR CORE	00977751-0	GASKET	1.0	
			SCRAP OR CORE	08889951-0	Synthetic Castrol Oil	8.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES $2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
993909C	47035034	1/04/16	SCRAP OR CORE	31214625-0	EMBLEM	1.0	
			SCRAP OR CORE	01161436-0	CLEANER H	.1	
			SCRAP OR CORE	31385914-0	PRIMER	.1	
993910A	47039070	1/04/16	SCRAP OR CORE	30750013-0	OIL FILTER INSERT	1.0	
			SCRAP OR CORE	00977751-0	GASKET	1.0	
			SCRAP OR CORE	08889951-0	Synthetic Castrol Oil	8.0	
			SCRAP OR CORE	30630752-0	POLLEN FILTER	1.0	
			SCRAP OR CORE	30680293-0	AIR FILTER INSERT	1.0	
			SCRAP OR CORE	31400205-0	BRAKE FLUID	1.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES $2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
993910C	470390711	04/16	SCRAP OR CORE	31391513-0	DELIVERY VALVE	1.0	
993910D	47039072	1/04/16	*RETURN*	36001017-0	RADIO, EXCH	1.0	TMA-Part must be returned within 30 days
			SCRAP OR CORE	30775887-0	IAM RELOAD	1.0	
993928A	47042484	1/04/16	*RETURN*	36000041-0	STARTER MOTOR, EXC	1.0	TMA-Part must be returned within 30 days

SAMPLE WARRANTY CLAIM COPY

VOLVO'S DEALER COMMUNICATIONS SYSTEM
PARTS RETURN CLAIM COPY

DEALER CODE: 3900

R.O. #: 123456A VIN: YVITS94D6YI069134 DELIV. DATE: 01/02/16
VOLVO REF: 278791234 MILEAGE: 25 SELLING DLR: 3900
R.O. DATE: 04/20/16 CLAIM TYPE: 01

CAUSE CODE: 10 SYMPTOM: 5H AUTH. NUMBER: S/P DATE:
FAILED PART: 31473177 SUBLET INV S/P INV#:
PURCHASED PART:

CUSTOMER COMPLAINS CAR WILL NOT STAY CHARGED. BATTERY LIGHT CONTINUES TO FLASH SERVICE. REPLACE HYBRID BATTERY PER VOLVO TECH HOTLINE. RETURN BATTERY TO LG CHEM PER SMB.

QTY	PART NUMBER	DESCRIPTION	REC	ACCEPT/REJECT	VENDOR INFO
1.0	31473177	HYBRID BATTERY	____	_____	_____

QTY	OP-NBR	POS	HOURS	S	OPER/PRICE
1	39999	0	000		00.00
1	39999	0	000		00.00
1	39999	0	000		00.00
1	39999	0	000		00.00

TOTAL SUBLET: 000.00
TOTAL PARTS: 000.00
TOTAL LABOR: 000.00
CLAIM TOTAL: 000.00

MESSAGES:

RETURN THIS PART TO LG CHEM PER SMB.

Ship to:
LG Chem Power Inc. (LGCPI)
1064 Chicago Rd.
Troy, MI. 48083
Attention: Michael Staszek
Quality Customer Service Supervisor

SAMPLE TMA ELECTRONIC PARTS PACKING LIST

GENERATE THE PACKING SLIP AFTER YOUR WTY CLAIM IS FINALIZED

TMA
PARTS PACKING LIST

Home | Site Administration | System Help

Curbie Harris | VCNA Claims Appeals Administrator

Search Options

ENGINEERING PACKING LIST

STATUS: SUBMITTED

Update Cancel

DEALER INFORMATION

Dealer:	Prepared By:	Prepared On:	Packing List Number:
3900 VCUSA WORKSHOP	DAVE B.	04/25/16	E-39999

PACKING LIST INFORMATION

EDIT PACKING LIST INFORMATION

TECH REPORT NUMBER	QTY SHIPPED	QTY RECIEVED	TMA CORE CASE NUMBER	RETAILER COMMENTS	VCNA COMMENTS
123457A	1	1		Hybrid Battery ship to LG Chem Per VCUSA TMA Depart.	Hybrid Battery Received at LG Chem

EDIT PACKING LIST INFORMATION

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